

SIX FLAGS NEW ENGLAND	
SUBJECT: CRIMINAL MANAGEMENT- HOSTAGE SITUATION	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

CRIMINAL MANAGEMENT HOSTAGE SITUATION

PURPOSE

To outline procedures for response, action and possible evacuation of guests and/or employees in the event of a hostage situation

A hostage situation may either be spontaneous or planned, but will usually be part of another incident such as theft, robbery, assault, etc. The offender will take another person(s) as a condition of their own freedom, escape or bartering tool for demands.

It is our desire to localize and restrict the situation to a confined area. Individuals involved with the situation **MUST** make every effort to keep the situation low-key.

PROCEDURE - VICTIMS

- A. Remain calm and cooperate with the subject.
- B. Attempt to keep other hostages, if any, calm as well.
- C. Listen intently and follow their directions.
- D. Try to build a rapport with the subject.
- E. The Security Department and other officials will be intervening on your behalf with the subject as soon as possible.

PROCEDURE FOR NON-HOSTAGES, EYEWITNESSES, ETC.

- A. Call Security Base at Extension 3200, BE SPECIFIC...
 - Location of incident - front, back, closet, storeroom, etc.
 - Number of subjects
 - Number of hostages
 - Names if you know them or heard them used.
 - Other important information if you know it... weapons, any injuries, the demands of the subjects, etc.
- B. Remain calm.

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- C. Wait for Security to arrive.
- D. There will NOT be any contact with the subject(s) attempted by other employees. Considerations for hostage trading will NOT be accepted under any circumstances.

PROCEDURES FOR SECURITY MANAGER / SECURITY STAFF

- A. Evacuate and secure the immediate area in a quiet and orderly fashion.
- B. Provide minimal information to the subject(s) and only upon request via telephone.
(i.e., *"I have to talk to my Park President...I will have to ask the Agawam Police Department Police Department...
I can find out for you but it will take a little while ", etc.)*)
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- C. Call Agawam Police Department Police Dept. Hostage Negotiations
- D. Call the FBI if needed.
- E. Notify Management according to flow chart when time permits or is practical.
- F. Provide law enforcement authorities with any reasonable assistance they may require from any department.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

CISM is a post incident process designed to assist employees in dealing with emotional stress caused by exposure or participation in traumatic events. The process involves the use of trained counselors to address employee stress issues.

- A. The process can only be initiated by certain individuals.
 - Safety/Security Manager
 - Director of Operations
- B. CISM Procedures
 - Safety Management will notify the Western Mass EMS Committee Regional – (413) 586-6065
 - Group sessions can be arranged on or off property.